MEM-CL-Lock-in Override Process

Purpose:

To educate LI Coordinators on prescription overrides for a member in the Lock- in program.

Identification of Roles:

- Lock-in (LI) Coordinator- Processes prescription overrides for members in the Lock- in program when prescriptions can be approved according to procedures.

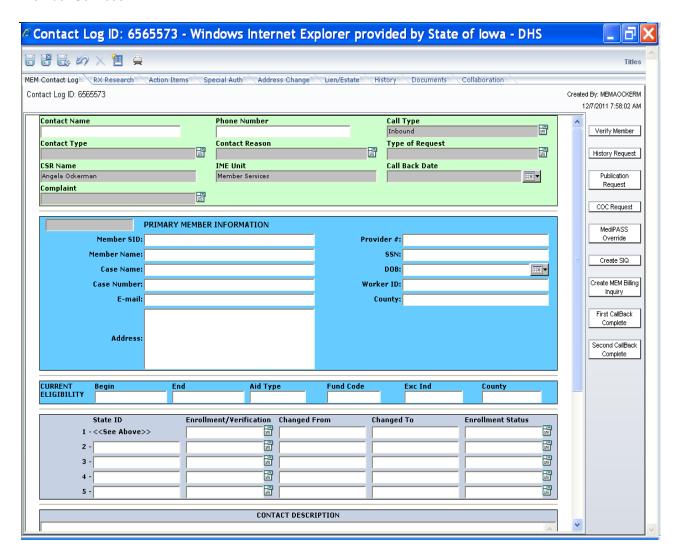## Performance Standards:
NA

Path of Business Procedure:

Step 1: Verify that there is a valid reason to override a prescription. Valid reasons are;
   a. The member has moved (more than 30 miles away) and if we have verified all new providers.
   b. The Lock in Pharmacy does not have the medication that the member is prescribed. If this is the case then we need to contact Lock-in Pharmacy and verify this information and note it on members account in C3.
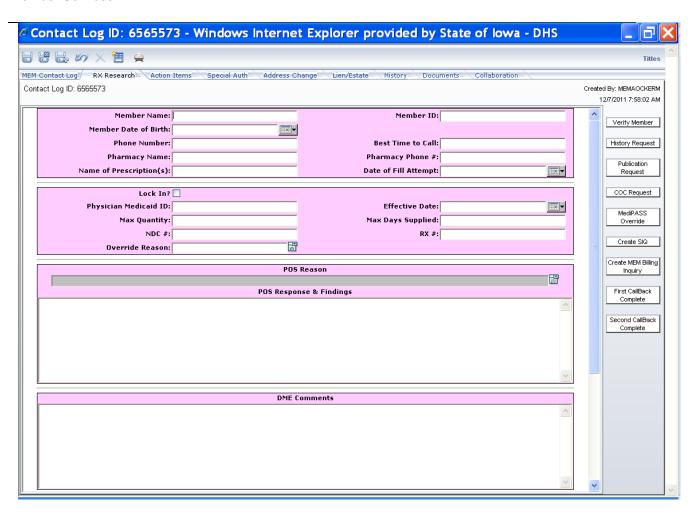   c. The LI PCP has approved the prescription

Step 2: Do not process an override for any of the following reasons;
   a. If the pharmacy received a "REFILL TOO SOON" rejection
   b. If the member is wanting an early refill due to incarceration or vacation
   c. If the member has paid cash for a prescription

Step 3: Complete override form in OnBase.

a. Document the following information in OnBase Member contact log:
   - Contact Name: Enter Pharmacy Name
   - Phone #: Enter Pharmacy Phone #
   - Contact Type: Select Pharmacy
   - Contact Reason: Select Lock-in
   - Type of Request: Select Prescription Research
   - Member SID: Enter Member ID #
   - Provider #: Enter Pharmacy NAPB
b. Click the verify member on the right hand side. This will bring in member's name and member's information.
c. In the Contact Description field enter "Do not call member back."

 d. On the RX Research Tab: All of member information and NAPB for provider
  will transfer over as long as verify member was clicked on first tab. Verify that
  the additional information below is listed;

- Pharmacy Name: Enter name of Pharmacy and contact person
- Pharmacy phone #: Enter Pharmacy Phone #
- Name of Prescription: Enter Name of Prescription
- ALWAYS Check the Lock in box
- Effective Date: Date for prescription. If the prescription has not yet been given to the member, the date needs to be today's date. If it is a past date, make sure that member DID NOT pay cash. If they did, do not proceed with over ride.
- Max Quantity: Quantity of Medication
- Max Days Supplied: Days Medication is for
- NDC: Enter NDC
- RX: Enter RX
- Override reason: Select if appropriate one is listed.

e. If there is more than one prescription, enter this information in the DME Comments box, including the name of prescription; quantity; day's supplied; NDC; and RX number.

f. If the appropriate reason for the override is not in the drop down you MUST put the reason for the override in the first line of the DME Comments Box.

g. Once the LI Coordinator saves override request, it is automatically submitted to Pharmacy Point of Sale (POS). POS then completes the override request, and enters completed override (done) in the POS Response and Findings field. If override is not completed, additional notes are documented in the POS Response & Findings field.

Step 4: The Lock-in Coordinator will document in the members account in C3 that an override was completed. The documentation will include name of pharmacy; person that was spoken to; name of prescribing provider; if PCP approved, the name of the person who approved the prescription in the PCP office; if not, why override was completed; prescription name; quantity and days supplied of the medication.

Forms/Reports:
Override Report OnBase

RFP References:
NA

Interfaces:
OnBase
C3
MMIS
SSNI

Attachments:
NA